

Frequently Asked Questions (FAQ)

Hais txog koj cov txiaj ntsig koj yuav tau txais hauv Medi-Cal

1. Kuv puas tseem tau txais kev duav roos los ntawm Medi-Cal?

Yog. Koj tseem muaj Medi-Cal. Lub xeev tab tom ntxiv cov txiaj ntsig saib xyuas kev noj qab haus huv rau koj qhov kev duav roos ntawm Medi-Cal. Tej zaum koj yuav tau txais txiaj ntsig ntxiv sai-sai.

2. Vim li cas kuv thiaj li tau txais cov txiaj ntsig ntawm Medi-Cal ntau ntxiv?

Pib txij **Lub Tsib Hlis 1, 2022**, tsab cai lij choj tshiab hauv xeev California yuav muab full scope Medi-Cal rau Californians muaj hnub nyoog 50 xyoo thiab laus dua uas tsim nyog tau Medi-Cal. Kev nkag teb chaws tsis muaj teeb meem.

3. Kuv puas yuav tsum tau nqis tes ua tam sim no?

Tsis ua. Koj cov txiaj ntsig ntawm Medi-Cal tsis tau hloov tam sim no. Koj tsis tas yuav ua dab tsi ntxiv. Koj twb muaj restricted scope Medi-Cal lawm, yog li koj tsis tas yuav ua daim ntawv thov tshiab rau full scope Medi-Cal. Yog tias koj tau txais ib pob ntawv hauv kev xa ntawv kom rov ua dua koj li Medi-Cal, ua kom tiav thiab xa rov qab. Koj tuaj yeem hu rau koj lub chaw hauj lwm cheeb tsam nroog txhawm rau kev pab.

4. Full scope Medi-Cal yog dab tsi?

Medi-Cal muaj kev saib xyuas kev noj qab haus huv dawb los sis nqi qis rau cov neeg nyob hauv xeev California thiab tsim nyog. Full scope Medi-Cal yog txawv ntawm restricted scope Medi-Cal uas koj muaj tam sim no. Restricted scope Medi-Cal tsuas duav roos qee qhov kev pab cuam xwb. Nws tsis duav roos tej yam xws li tshuaj thiab kev saib xyuas thawj. Full scope Medi-Cal duav roos ntau dua. Koj yuav muaj tus kws kho mob saib xyuas thawj (PCP). Koj yuav tau txais cov txiaj ntsig no:

- Kev siv cawv thiab tshuaj kho mob
- Kev saib xyuas kev kho hniav
- Kev saib xyuas xwm txheej ceev
- Kev npaj rau tsev neeg
- Kev saib xyuas ko taw
- Cov khoom pab hnub lus
- Kev saib xyuas kho mob
- Cov tshuaj koj tus kws kho mob xaj
- Cov khoom siv kho mob
- Kev saib xyuas kev puas siab puas ntsws
- Kev saib xyuas tus kheej thiab lwm yam kev pab cuam uas pab tib neeg nyob hauv tsev laus
- Kev xa mus rau cov kws tshaj lij, yog tias xav tau
- Kuaj qhov koj tus kws kho mob xaj

- Kev thauj mus los rau tus kws kho mob thiab mus ntsib kws kho hniav thiab tau txais koj cov tshuaj ntawm lub tsev muag tshuaj
- Kev saib xyuas lub zeem muag (lub tsom iav)

Yog tias koj muaj kev xeeb tub thiab tau Medi-Cal tam sim no, koj muaj tag nrho cov kev kho mob tsim nyog uas Medi-Cal duav roos.

Yog xav paub ntxiv txog full scope Medi-Cal cov txiaj ntsig, mus rau <https://bit.ly/medi-cal-ehb-benefits>.

5. Kuv puas yuav muaj Share of Cost (SOC)?

SOC yog cov nyiaj hli uas koj yuav tsum them rau kev saib xyuas kev noj qab haus huv ua ntej Medi-Cal them. Thaum koj tau ua raws li koj qhov SOC lawm, Medi-Cal yuav them cov nqi saib xyuas kev noj qab haus huv uas tseem tshuav rau lub hli ntawd. Koj qhov SOC yog nyob ntawm koj cov nyiaj tau los. Yog tias koj muaj SOC tam sim no thiab koj cov nyiaj tau los zoo ib yam, koj yuav muaj SOC thaum koj tau txais full scope Medi-Cal. Koj yuav tau txais full scope cov txiaj ntsig los ntawm Fee-for-Service (regular) Medi-Cal. Hauv Fee-for-Service Medi-Cal, koj tuaj yeem ntsib tus kws kho mob uas lees txais Fee-for-Service.

6. Kuv yuav siv kuv qhov full scope Medi-Cal tag nrho li cas?

Yog tias koj tsis muaj SOC, koj yuav tau sau npe rau hauv Medi-Cal Managed Care Plan thaum koj muaj full scope Medi-Cal. Tom qab ntawd koj tuaj yeem mus ntsib kws kho mob uas ua hauj lwm nrog cov phiaj xwm hauv lawv qhov chaw pab cuam. Koj tuaj yeem tau txais kev kuaj mob, mus ntsib kws kho mob tshwj xeeb, tau txais kev saib xyuas tus neeg uas mob ntev xws li ntshav qab zib, los sis phais. Koj qhov Medi-Cal Managed Care Plan yuav duav roos rau tej kev pab cuam kho mob uas tsim nyog uas duav roos nyob rau hauv Medi-Cal.

Yog tias koj nyob hauv ib lub cheeb tsam nroog uas muab Medi-Cal los ntawm County Organized Health System (COHS), koj yuav raug sau npe rau hauv Medi-Cal Managed Care Plan hauv cheeb tsam nroog ntawd yam tsis siv neeg. Yog tias koj lub cheeb tsam nroog muaj ntau tshaj ib qho Medi-Cal Managed Care Plan, koj yuav tau txais cov ntaub ntawv hais txog kev xaiv ib txoj phiaj xwm.

Yog tias koj muaj SOC thiab nyob hauv ib lub cheeb tsam nroog uas **tsis** muab Medi-Cal los ntawm COHS, koj yuav tau txais full scope cov txiaj ntsig los ntawm Fee-for-Service (regular) Medi-Cal.

Yog xav paub seb koj nyob hauv lub cheeb tsam nroog COHS, mus rau <https://bit.ly/mmcd-county-map>.

7. Medi-Cal Managed Care Plan yog dab tsi?

Medi-Cal Managed Care Plan yog ib txoj phiaj xwm kev noj qab haus huv. Nws ua hauj lwm nrog cov kws kho mob, tsev kho mob, tsev muag tshuaj, thiab lwm tus muab kev pab cuam saib xyuas kev noj qab haus huv hauv thaj chaw pab cuam

ntawm txoj phiaj xwm. Lawv ua hauj lwm ua ke los muab cov kev pab cuam kho mob uas tsim nyog rau Medi-Cal uas koj xav tau. Nws yuav:

- Pab tswj hwm koj cov txiaj ntsig thiab kev pab cuam ntawm Medi-Cal
- Pab koj nrhiav cov kws kho mob thiab cov kws kho mob tshwj xeeb hauv cov phiaj xwm pab pawg koom tes (pab pawg)
- Muaj tus kws saib xyuas neeg mob txoj kab lus qhia hauv 24-teev koj tuaj yeem hu rau cov lus qhia kho mob tau
- Muaj cov kev pab cuam rau cov tswv cuab los pab koj teb koj cov lus nug txog kev saib xyuas kev noj qab haus huv
- Pab thauj koj mus ntsib kws kho mob thiab khw muag tshuaj
- Pab koj tau txais kev pab cuam uas koj xav tau kom txoj phiaj xwm yuav tsis duav roos
- Muab cov kev pab cuam hais lus rau koj uas koj xav tau

8. Kuv yuav xaiv Medi-Cal Managed Care Plan li cas?

Your Medi-Cal Managed Care Plan xaiv nyob rau ntawm lub cheeb tsam nroog uas koj nyob. Health Care Options yuav xa *My Medi-Cal Choice* packet rau koj. Nws yuav sau Medi-Cal Managed Care Plans hauv koj lub cheeb tsam nroog. Nws qhia koj tias yuav sau npe li cas.

Yog tias koj muaj ib tus kws kho mob los sis chaw kuaj mob tam sim no, nug lawv seb lawv puas ua hauj lwm nrog Medi-Cal Managed Care Plan hauv koj lub cheeb tsam nroog. Yog tias koj xav nyob nrog tus kws kho mob lossis chaw kho mob, koj tuaj yeem xaiv ib qho Medi-Cal Managed Care Plan uas koj tus kws kho mob los sis lub tsev kho mob lees txais.

Yog tias koj muaj ib tus kws kho mob los sis chaw kho mob uas **tsis** ua hauj lwm nrog Medi-Cal Managed Care Plan hauv koj lub nroog, koj tuaj yeem khaws koj qhov Fee-for-Service (regular) Medi-Cal. Cov neeg uas muaj kev kho mob nyuaj xws li HIV/AIDS, cev xeeb tub hauv peb lub hlis twg, kev kho mob qog noj ntshav tsis tu ncuu, kev lim ntshav, thiab lwm yam yuav tsim nyog tau txais Fee-for-Service Medi-Cal. Yog tias koj xav tias qhov no siv tau rau koj, ua kom tiav thiab xa daim ntawv "Kev Thov Zam Rau Kev Kho Mob" uas tuaj nrog *My Medi-Cal Choice* packet.

Yog koj tsis xaiv ib qho Medi-Cal Managed Care Plan, Medi-Cal yuav xaiv ib qho Medi-Cal Managed Care Plan hauv koj lub cheeb tsam nroog rau koj. Koj muaj cai thov kom hloov koj qhov Medi-Cal Managed Care Plan thaum twg los tau. Hu rau Health Care Options ntawm **1-800-430-4263** (TTY 1-800-430-7077), Hnub Monday – Friday, 8 teev sawv ntxov txog 6 teev tsaus ntuj. Los sis, mus rau <https://www.healthcareoptions.dhcs.ca.gov>.

Yog tias koj hloov koj qhov Medi-Cal Managed Care Plan, koj yuav tsum sau npe rau lwm qhov Medi-Cal Managed Care Plan hauv tib lub cheeb tsam nroog. Koj tsis tuaj yeem rov qab mus rau Fee-for-Service Medi-Cal yog tias koj tau sau npe rau hauv Medi-Cal Managed Care Plan rau ntau tshaj 90 hnub.

9. Health Care Options yog dab tsi?

Health Care Options yog ib qho kev pab cuam DHCS. Nws pab cov neeg tau txais txiaj ntsig kawm paub txog Medi-Cal Managed Care Plans. Qhov no yuav pab koj xaiv txoj cai txog Medi-Cal kev duav roos thiab cov kev pab cuam. Cov phiaj xwm yuav suav nrog kev kho mob thiab cov kev pab cuam saib xyuas kho hniav.

Lub vev xaib Health Care Options yog nyob ntawm

<https://www.healthcareoptions.dhcs.ca.gov>. Health Care Options muaj cov ntaub ntawv tsuas yog rau cov cheeb tsam nroog uas tsis yog COHS. Yog tias koj nyob hauv lub cheeb tsam nroog COHS, tiv tauj rau koj lub cheeb tsam nroog lub chaw saib xyuas kev noj qab haus huv kom paub ntau ntiv.

10. Kuv yuav tau txais kev saib xyuas kev noj qab haus huv li cas nrog Fee-for-Service (regular) Medi-Cal?

Cov neeg nyob hauv Fee-for-Service (regular) Medi-Cal thiab qee tus uas yuav tau sau npe rau hauv Medi-Cal Managed Care Plan hauv Lub Rau Hli 2022 tuaj yeem mus ntsib tus kws kho mob uas lees txais Medi-Cal li ib txwm. Txhawm rau nrhiav tus kws kho mob tshiab, siv cov npe online ntawm cov kws kho mob hauv Medi-Cal Fee-For-Service qhov kev pab cuam ntawm <https://bit.ly/profile-enrolled-ffs-providers>.

Thaum koj hu rau tus kws kho mob lub chaw ua hauj lwm, nug seb lawv puas tau txais cov neeg mob “Medi-Cal Fee-For-Service” tshiab. Kom tau txais kev pab xaiv tus kws kho mob Fee-For-Service Medi-Cal, hu rau Department of Health Care Services (DHCS) Medi-Cal Tus xov tooj ntawm **1-800-541-5555** (TTY 1-800-430-7077). Tus xov tooj hu dawb.

Yog tias koj nyob hauv lub nroog uas muab Medi-Cal los ntawm COHS, koj yuav tau txais kev saib xyuas los ntawm Medi-Cal Managed Care Plan pib thaum **Lub Tsib Hlis 1, 2022**.

11. Leej twg yuav yog kuv tus kws kho mob yog tias kuv nyob hauv Medi-Cal Managed Care Plan?

Thaum koj tau sau npe hauv Medi-Cal Managed Care Plan, koj yuav tsum xaiv tus kws kho mob thawj (PCP) hauv koj pab pawg koom tes Medi-Cal Managed Care Plan. Koj tuaj yeem nug koj tus kws kho mob tam sim no yog tias lawv nyob hauv Medi-Cal Managed Care Plan hauv koj lub cheeb tsam nroog. Yog tias koj xaiv txoj phiaj xwm lawv ua hauj lwm nrog, koj tuaj yeem mus ntsib koj tus kws kho mob tau.

Koj qhov Medi-Cal Managed Care Plan muaj cov npe online ntawm cov kws kho mob xaiv los ntawm. Koj tseem tuaj yeem hais kom lawv xa cov npe kws kho mob rau koj. Yog tias koj tsis xaiv tus kws kho mob, txoj phiaj xwm yuav xaiv ib qho rau koj. Koj tuaj yeem hloov tau txhua lub sij hawm rau tus kws kho mob hauv koj pab pawg koom tes Medi-Cal Managed Care Plan. Yog xav tau kev pab nrhiav tus kws kho mob los sis hloov koj tus kws kho mob, hu rau koj qhov Medi-Cal Managed Care Plan’s cov kev pab cuam rau cov tswv cuab tom qab koj koom.

12. Kuv puas tuaj yeem khaws kuv tus kws kho mob cia yog tias lawv tsis ua hauj lwm nrog Medi-Cal Managed Care Plan?

Nws nyob ntawm. Yog tias koj tau mus ntsib kws kho mob hauv 12 lub hlis dhau los thiab tus kws kho mob tsis ua hauj lwm nrog Medi-Cal Managed Care Plan, koj tuaj yeem khaws koj tus kws kho mob cia yog tias koj thov koj ib txoj phiaj xwm rau "kev saib xyuas txuas ntxiv." Koj tus kws kho mob yuav tsum pom zoo ua hauj lwm nrog Medi-Cal Managed Care Plan. Qhov no tuaj yeem kav ntev txog 12 lub hlis los sis ntau dua hauv qee kis. Yog tias koj xav tau kev saib xyuas txuas ntxiv mus, hu rau koj qhov Medi-Cal Managed Care Plan's cov kev pab cuam rau cov tswv cuab thaum koj koom nrog txoj phiaj xwm.

13. Kuv puas tuaj yeem tau txais kev zam kev kho mob ib ntus los ntawm kev sau npe hauv kev saib xyuas uas raug tswj hwm?

Yog tias koj muaj mob hnyav thiab koj tus kws kho mob los sis lub tsev kho mob tsis ua hauj lwm nrog Medi-Cal Managed Care Plan hauv koj lub cheeb tsam nroog tab sis lees txais Fee-For-Service (regular) Medi-Cal, tej zaum koj yuav muaj peev xwm khaws txuas ntxiv mus txog 12 lub hlis. Koj yuav tau thov kom zam kev kho mob.

Yog tias koj nyob hauv ib lub nroog uas **tsis** muaj County Organized Health System (COHS) thiab xav thov kom zam kev kho mob ib ntus, siv daim foos "Kev Thov Kev Zam Kho Mob". Nws tuaj hauv *My Medi-Cal Choice* Packet hauv Lub Plaub Hlis. Koj tus kws kho mob yuav tsum tau ua ib feem ntawm daim foos. Thaum koj thiab koj tus kws kho mob ua tiav daim foos, koj yuav tsum xa rov qab mus rau Health Care Options. Koj tuaj yeem tau txais kev pab los ntawm koj tus kws kho mob los sis chaw kho mob los sis los ntawm tus kws lij choj.

Yog tias koj tau txais Daim Ntawv Thov Kev Zam Kho Mob, koj yuav nyob hauv Fee-For-Service Medi-Cal. Koj yuav khaws koj tus kws kho mob mus txog thaum koj qhov kev zam nws xaus. Yog tias koj muaj qee yam kev mob nkeeg, koj tuaj yeem thov khaws kom koj tus kws kho mob nyob tau ntev dua 12 lub hlis. Koj yuav tsum thov kom ncuaj sij hawm ntev dua 11 lub hlis los sis ntau dua tom qab hnuv koj qhov kev zam pib.

Health Care Options yuav qhia rau koj paub lawv qhov kev txiav txim siab 45 hnuv ua ntej koj qhov kev zam yuav xaus. Lawv yuav qhia koj tias yuav thov qhov txuas ntxiv li cas. Yog tias koj xav nyob hauv Fee-for-Service Medi-Cal, sau daim ntawv zam tam sim ntawd. Feem ntau, koj tsis tuaj yeem tsim nyog tau txais kev zam los ntawm kev tswj hwm kev saib xyuas thaum koj tau nyob hauv ib txoj phiaj xwm rau ntau tshaj 90 hnuv.

Yog tias koj nyob hauv lub cheeb tsam nroog COHS los sis ib lub cheeb tsam nroog uas muaj qhov kev pab cuam Coordinated Care Initiative (CCI), koj yuav **tsis** tuaj yeem thov Kev Zam Kev Kho Mob.

Yog xav paub ntxiv txog kev zam thiab yuav thov li cas, mus rau Health Care Options lub vev xaib ntawm <https://www.healthcareoptions.dhcs.ca.gov>.

14. Kuv puas yuav them cov nqi sib koom?

Tsis ua. Tsis muaj kev nqis sib koom rau kev saib xyuas kho mob. The Medi-Cal Managed Care Plan duav roos tag nrho cov nqi kho mob uas tsim nyog kho mob.

15. Kuv tuaj yeem tau txais kev pab cuam dab tsi nrog full scope Medi-Cal?

Koj tuaj yeem tau txais:

Kev pab cuam kho hniav

Cov no suav nrog kev kho hniav ib nrab thiab tag nrho, kev tu hniav, xoo hluav taws xob, txhaws rau cov qhov hniav, muab tus hniav cuav tso rau, kho lub hauv paus tus kwj hniav, thiab lwm yam.

- Yog tias koj nyob hauv **Sacramento County**, koj yuav tau txais kev pab cuam los ntawm Medi-Cal Dental Managed Care Plan. Yog xav paub ntxiv txog Medi-Cal Dental Managed Care plans, hu rau Health Care Options ntawm **1-800-430-4263** (TTY 1-800-430-7077). Los sis ua Daim Ntawv Xaiv Kho Hniav hauv koj qhov *My Medi-Cal Choice Packet*.
- Yog tias koj nyob hauv **Los Angeles County**, koj tuaj yeem tau txais kev pab cuam los ntawm Medi-Cal Dental Program. Qhov no yog Fee-for-Service kev kho hniav. Los sis koj tuaj yeem xaiv ib qho Medi-Cal Kev Kho Hniav Managed Care Plan. Yog xav paub ntxiv txog kev sau npe rau hauv Medi-Cal Kev Kho Hniav Managed Care Plan, hu rau Health Care Options ntawm **1-800-430-4263** (TTY 1-800-430-7077). Los sis ua Daim Ntawv Xaiv Kho Hniav hauv koj qhov *My Medi-Cal Choice Packet*.
- Yog tias koj nyob hauv **San Mateo County**, koj yuav tau txais kev pab kho hniav los ntawm Txoj Phiaj Xwm Kev Noj Qab Haus Huv San Mateo. Qhov no yog Managed Care Plan. Yog xav paub ntxiv txog kev pab kho hniav los ntawm Txoj Phiaj Xwm Kev Noj Qab Haus Huv San Mateo, hu Hnub Monday – Friday, 8 teev sawv ntxov txog 6 teev tsaus ntuj ntawm **1-800-750-4776** los sis 650-616-2133. TTY: Call California Relay Service (CRS) ntawm 1-800-735-2929 los sis 7-1-1.
- Rau **tag nrho lwm lub cheeb tsam nroog**, koj yuav tau txais Fee-for-Service (regular) Medi-Cal kev pab cuam kho hniav los ntawm Medi-Cal Dental Program. Koj yuav tau mus ntsib tus muab kev pab cuam kho hniav uas lees txais Medi-Cal Dental. Txhawm rau nrhiav tus kws kho hniav, hu rau Medi-Cal Lub Chaw Pab Cuam Kho Hniav Hauv Xov Tooj ntawm **1-800-322-6384** (TTY 1-800-735-2922), Hnub Monday – Friday, 8 teev sawv ntxov txog 5 teev tsaus ntuj. Tus xov tooj hu dawb. Koj tuaj yeem nrhiav tau ib tus kws kho hniav thiab kawm txog cov kev pab kho hniav ntawm Medi-Cal Dental Program’s “Smile, California” lub vev xaib ntawm <http://smilecalifornia.org/>.

Cov kev pab cuam saib xyuas kev tiv thaiv

Cov no suav nrog kev tshuaj xyuas kev kho mob, kho hniav, lub zeem muag, kev hnov lus, kev puas siab puas ntsws, thiab substance use disorders. Tag nrho cov kev saib xyuas kev tiv thaiv thiab cov kev pab cuam tshuaj ntsuam xyuas dawb. Yog xav paub ntxiv, hu rau koj qhov Medi-Cal Managed Care Plan cov kev pab cuam rau cov tswv cuab.

Cov kev pab cuam kev npaj rau tsev neeg

Koj tuaj yeem tau txais kev pab pab cuam kev npaj rau tsev neeg los ntawm ib tus muab kev pab cuam ntawm Medi-Cal, txawm tias lawv tsis nyob hauv koj pab pawg koom tes Medi-Cal Managed Care Plan. Koj tsis xav tau kev xa mus los sis kev tso cai ua ntej (kev pom zoo ua ntej). Tsis muaj kev them nyiaj ua ke. Yog xav paub ntxiv, hu rau koj qhov Medi-Cal Managed Care Plan cov kev pab cuam rau cov tswv cuab. Cov kev pab cuam duav roos suav nrog:

- Kev mus ntsib tus neeg mob rau lub hom phiaj ntawm kev npaj rau tsev neeg
- Cov kev pab cuam sab laj txog kev npaj rau tsev neeg tau muab rau thaum mus ntsib tus neeg mob tsis tu ncu
- Cov khoom siv muab tso rau hauv lub tsev me nyuam (IUD) thiab kev muab cov khoom tswj tsis pub muaj me nyuam (IUCD) tso rau, los sis lwm cov txheej txheem tiv thaiv tswj tsis pub muaj me nyuam los sis cov khoom siv.
- Kev muab txoj hlab qe me nyuam hauv poj niam sam
- Kev muab txiv neej sam
- Cov tshuaj los sis cov khoom tiv thaiv tswj tsis pub muaj me nyuam
- Kev kaus me nyuam
- Kev kho cov teeb meem uas tshwm sim los ntawm cov txheej txheem kev npaj rau tsev neeg yav dhau los
- Cov txheej txheem kuaj, xoo hluav taws xob, thiab tshuaj cuam tshuam nrog cov txheej txheem kev npaj rau tsev neeg

Cov kev pab cuam puas siab puas ntsws

Yog tias koj xav tau kev pab cuam kev puas siab puas ntsws, tham nrog koj qhov Medi-Cal Managed Care Plan tshiab. Los sis tham nrog koj tus kws kho mob. Tej zaum koj yuav tau txais qee qhov kev pab cuam kev puas siab puas ntsws los ntawm koj pab pawg koom tes Medi-Cal Managed Care Plan tshiab. Koj tuaj yeem tsim nyog tau txais kev pab cuam tshwj xeeb rau kev pab cuam puas siab puas ntsws. Koj tuaj yeem tau txais kev pab cuam tshwj xeeb rau kev puas siab puas ntsws los ntawm koj lub cheeb tsam nroog txoj phiaj xwm kev puas siab puas ntsws. Koj qhov Medi-Cal Managed Care Plan yuav tsum pab koj txog koj cov kev xav tau kev saib xyuas kev puas siab puas ntsws. Lawv yuav tsum pab koj nrhiav tau tus muab kev pab cuam zoo. Daim Ntawv Teev Npe Tiv Tauj Lub Cheeb Tsam Nroog Txoj Phiaj Xwm Kev Puas Siab Puas Ntsws rau cov kev pab cuam tshwj xeeb rau kev puas siab puas ntsws nyob ntawm <https://bit.ly/mhp-contact-list>.

Cov kev pab cuam kho kev quav dej cawv thiab yeeb tshuaj

Yog tias koj xav tau kev pab kev quav dej cawv los sis lwm yam kev siv yeeb tshuaj, koj qhov Medi-Cal Managed Care Plan tuaj yeem pab koj nrhiav seb koj puas muaj substance use disorder (SUD). Koj tseem tuaj yeem hu rau koj lub cheeb tsam nroog Lub Qhoos Kas Drug Medi-Cal rau kev pab cuam. Los sis, nug koj qhov Medi-Cal Managed Care Plan cov kev pab cuam rau cov tswv cuab kom tau txais kev kho mob rau SUD.

Cov kev pab cuam chaw muag tshuaj

Medi-Cal Rx duav roos cov tshuaj noj los ntawm koj tus muab kev pab cuam saib xyuas kev noj qab haus huv. Nws kuj tseem duav roos nrog cov tshuaj noj uas tsis tau duav roos los ntawm lwm qhov kev duav roos cov tshuaj noj. Yog tias koj muaj Medicare, Medicare Part D duav roos koj tshuaj noj feem ntau. Koj yuav tsum them ib qhov kev them nyiaj koom ntawm Medicare. Medi-Cal tsuas yog them rau ob peb yam tshuaj uas tsis nyob hauv koj txoj kev phiaj xwm Part D.

Kev thauj mus los

Yog tias koj tsis muaj txoj hauv kev mus cuag kws kho mob, tsev kho mob, los sis kws kho hniav, los sis mus nqa tshuaj los sis lwm yam khoom siv kho mob, koj tuaj yeem tsim nyog tau txais kev pab cuam thauj mus los dawb. Koj tuaj yeem caij tsheb, tsheb tav xij, tsheb npav, los sis lwm lub tsheb pej xeem los sis ntiag tug. Yog tias koj muaj kev xav tau kev kho mob uas tsis tso cai rau koj siv lub tsheb, tsheb npav, tsheb tav xij, los sis lwm lub tsheb pej xeem los sis ntiag tug kom mus txog koj qhov kev teem caij, koj tuaj yeem tsim nyog tau txais Kev Thauj Mus Los Kho Mob Dawb. Qhov no yog los ntawm tsheb thauj neeg mob, lub tsheb muaj rooj zaum thawb mus los tau, los sis lub tsheb thauj khib nyiab. Nws yog rau cov neeg uas tsis tuaj yeem siv kev thauj mus los hauv pej xeem los sis ntiag tug.

Txhawm rau nug txog Kev Thauj Mus Los Kho Mob, koj yuav xav tau daim ntawv xaj los ntawm tus muab kev pab cuam muaj ntawv tso cai. Koj tus kws kho mob, kws kho hniav, kws kho ko taw, kws kho mob puas siab puas ntsws, los sis SUD tus muab kev pab cuam tuaj yeem sau ntawv Kho Mob rau koj Koj tuaj yeem tiv tauj koj qhov Medi-Cal Managed Care Plan kom nug txog kev thauj mus los. Thaum koj nyob hauv Fee-for-Service (regular) Medi-Cal, koj tuaj yeem nug koj tus neeg muab kev pab cuam kho mob kom pab nrhiav lub tuam txhab tsheb thauj mus los. Koj tuaj yeem nrhiav kev pab ntawm <https://bit.ly/medi-cal-transportation>.

Yog tias tsis muaj tus kws kho mob sau npe rau koj cheeb tsam, koj tuaj yeem thov kev pab los ntawm xa email rau DHCSNMT@dhcs.ca.gov. Thov **tsis** txhob muab cov ntaub ntawv tus kheej tso rau hauv koj thawj tsab email. Department of Health Care Services (DHCS) cov neeg ua hauj lwm yuav teb nrog tsab email ruaj ntseg. Lawv yuav nug koj cov ntaub ntawv. Thov tiv tauj rau DHCS sai li sai tau thaum koj paub tias koj xav tau kev thauj mus los. Nws yuav pab yog tias koj nug tsawg kawg tsib hnuv ua ntej koj teem caij.

Home and community-based services (HCBS)

Cov no suav nrog:

- In Home Supportive Services (IHSS) cov neeg saib xyuas kom koj nyob hauv koj lub tsev
- Home and Community-Based Alternatives Waiver services xws li kev saib xyuas neeg mob hauv tsev, hloov kho tsev, thiab kev saib xyuas tus kheej
- Community-Based Adult Services (CBAS) ntawm lub chaw
- Lwm cov txiaj ntsig

Yog xav paub ntxiv txog cov kev pab cuam no, mus rau <https://www.cdss.ca.gov/in-home-supportive-services>.

16. Kuv tuaj yeem kawm ntxiv los sis tau txais kev pab nyob qhov twg?

- Hu rau DHCS Medi-Cal Tus xov tooj ntawm **1-800-541-5555**, Hnub Monday – Friday, 8 teev sawv ntxov txog 5 teev tsaus ntuj, tshwj tsis yog cov hnub so hauv teb chaws. Tus xov tooj hu dawb.
- Hu rau DHCS Ombudsman Lub Chaw Hauj Lwm ntawm **1-888-452-8609**, Hnub Monday – Friday, 8 teev sawv ntxov txog 5 teev tsaus ntuj. Tus xov tooj hu dawb. Ombudsman Lub Chaw Hauj Lwm tuaj yeem pab koj nrog kev tswj hwm kev saib xyuas
- Kawm paub ntxiv ntawm DHCS lub vev xaib ntawm <https://bit.ly/older-adult-expansion>.
- Email OlderAdultExpansion@dhcs.ca.gov.

17. Yuav ua li cas yog tias kuv muaj lus nug txog Medi-Cal thiab kuv txoj kev nkag teb chaws?

DHCS tsis tuaj yeem teb cov lus nug txog kev nkag teb chaws los sis “public charge”. Yog tias koj muaj lus nug txog koj qhov xwm txheej nkag teb chaws thiab cov txiaj ntsig ntawm Medi-Cal, tham nrog tus kws lij choj nkag teb chaws tsim nyog.

California Department of Social Services (CDSS) pab nyiaj rau cov koom haum tsis muaj txiaj ntsig los muab kev pab cuam rau cov neeg tsiv teb tsaws chaw uas nyob hauv xeev California. Muaj ib daim ntawv teev cov koom haum ntawm <https://bit.ly/immigration-service-contractors>.

Yog xav paub txog kev nkag teb chaws thiab cov peev txheej, mus rau California’s Immigrant Guide ntawm <https://immigrantguide.ca.gov/>.

Txhawm rau kawm txog kev them nqi pej xeem, mus rau California Health and Human Services Agency Public Charge Guide ntawm <https://bit.ly/calhhs-public-charge-guide>.